The Assignments Tab

Control Panel > Setup > Work Order Routing > Assignments Tab

The Assignments Tab:

The **Assignments** tab on the **Work Order Routing** screen allows you to configure the default staff member, vendor, or staff member pool assignment for each **Request Type** for each **Shift**. For more information on setting up shifts and coverage hours, see <u>Coverage Hours</u>.

1. Go to Control Panel > Setup > Work Order Routing.

Setup	Content Manager	
Places		
Tenants		
Vendors		
User Groups		
User Search		
User Registration		
Coverage		
Work Order Routing		

- 2. By default, the **Assignments** tab is displayed. Using the drop-down list provided, select the property which you would like to set up routing for.
- 3. If building-level routing is activated, you will also be able to select a specific building from the drop-down list provided.
- Click on the shift beside the request type you want to configure routing for. A drop-down list will appear, allowing you to assign routing for the shift you have selected.

Property: Hillview Tower	5	~		
look Order Routing				
🅞 Assignments 🛛 🍰 Pools	BIS F	orwarding 🌼 Options		
Building: All	~	Property level routing is ON		
Request Type		Monday - Friday 8:00 AM - 5:00 PM	Monday - Friday 5:00 PM - 11:00 PM	Satu 24 H
Electrical	2	Joe Samson	Kathy Smith	
Elevator	6	George Martinez		-
Fax Machines		Sheila Jackson	Bob Smithy	N
Furniture - Add/Change/Delete		Maria Agapito	Bruno Calisto	
Housekeeping		Waterford Janitorial Services	Darren Dos Ramos	
HVAC - After Hours		George Martinez	Documentation @Angus Syst	
HVAC - General			Joe Samson	
HVAC - Too Cold			John Smythe	
HVAC - Too Hot			Kathy Smith	
Inspections			Kristen Holmes	
Janitorial		Sheila Jackson	Laurence Ariri	
Key & Lock		Johnson Lock & Key	Maria Agapito	
Light Bulbs & Ballasts			Kavi Kumar Sheila Jackson	
Maintenance	20	Waterford Janitorial Services	Toby Cox	
Misc Charge	6		Victor Van Helsing	
Move Materials			Vendors (8)	-
Other				

5. Repeat this process for each request type that should have routing assigned.

For additional details concerning various interactions between routing and coverage hours such as unspecified request types, 24-hour shifts, etc., please refer to <u>Coverage Hours</u>.